

Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (currently amended) A mobile communication system, comprising:
a communication server, the communication server including,
an interface to a telecommunications network for speech communication;
logic that handles calls;
logic that asks a caller to record a voice message; and
logic that accesses a corporate information system (CIS);
the CIS ~~a CIS~~, coupled to the communication server through a network, the CIS
including
storage for corporate information including emails, and
servers including an email server;
an interface module that communicates between the CIS and the communication
server through the logic on the communication server that accesses the CIS;
logic that stores, in the CIS, user profiles with all ~~of the communication server's user-~~
related information of the communication server;
logic that caches the user-related information from the CIS on the communication
server;
logic that performs administration on the user-related information on the user related
information stored on the CIS; and
a plurality of speech terminals coupled to the communications server through the
telecommunications network, the speech terminals accessing data in the CIS through voice or
other signals.
2. (original) The mobile communication system of claim 1 wherein the voice signals
are recognized through speech recognition technology.

3. (original) The mobile communication system of claim 1 wherein the server is a modular appliance.
4. (previously presented) The mobile communication system of claim 1 wherein the telecommunications network includes a public communications network and a private communications network.
5. (original) The mobile communication system of claim 4 wherein the server is configured to distribute incoming calls from the public communications network to the private communications network.
6. (original) The mobile communication system of claim 4 wherein the server is configured to distribute outgoing calls from the private communications network to the public communications network.
7. (original) The mobile communication system of claim 4 wherein the server is configured to distribute incoming and outgoing calls to the private communications network.
8. (original) The mobile communication system of claim 4 wherein the server is configured to distribute incoming and outgoing calls to the public communications network.
9. (original) The mobile communication system of claim 1 wherein the speech terminals are attended devices.
10. (original) The mobile communication system of claim 1 wherein the speech terminals are unattended devices.
11. (original) The mobile communication system of claim 1 wherein a user accesses one or more parties through a speech terminal using the e-mail address, phone number, or any other form of identification for the one or more parties stored in the CIS.

12. (original) The mobile communication system of claim 1 wherein the server dynamically associates a user with a speech terminal using data stored in the CIS, the association created when the user logs on to the mobile communication system with a speech terminal.
13. (original) The mobile communication system of claim 12 wherein the CIS stores the association between the user and the speech terminal as a user profile, the CIS accessing the user profile every time the user logs on to the mobile communication system using the speech terminal.
14. (original) The mobile communication system of claim 1 wherein user authentication is required to access the data in the CIS.
15. (original) The mobile communication system of claim 14 wherein the authentication comprises a code.
16. (original) The mobile communication system of claim 14 wherein the authentication comprises a matching voice characteristic.
17. (original) The mobile communication system of claim 1 wherein the data in the CIS includes contact information.
18. (original) The mobile communication system of claim 1 wherein the data in the CIS includes e-mail messages.
19. (original) The mobile communication system of claim 1 wherein the data in the CIS includes address information.
20. (original) The mobile communication system of claim 1 wherein the data in the CIS includes calendar and task lists.

21. (original) The mobile communication system of claim 1 wherein the data in the CIS includes directory lists.
22. (original) The mobile communication system of claim 1 wherein the data in the CIS includes customer relationship management information.
23. (original) The mobile communication system of claim 1 wherein the data in the CIS includes sales force automation information.
24. (original) The mobile communication system of claim 1 wherein the data in the CIS includes field force automation information.
25. (original) The mobile communication system of claim 1 wherein the data in the CIS includes information related to an organization's employees.
26. (original) The mobile communication system of claim 25 wherein the data in the CIS includes information from data repositories internal to the organization.
27. (original) The mobile communication system of claim 25 wherein the data in the CIS includes information from data repositories external to the organization.
28. (original) The mobile communication system of claim 1 wherein the data in the CIS includes information from databases and web sites on the Internet.
29. (original) The mobile communication system of claim 1 wherein the speech terminals are configured to allow a user to access and update the data in the CIS through the speech terminals.
30. (original) The mobile communication system of claim 29 wherein the data in the CIS is accessible to the user and to other users registered in the CIS.
31. (original) The mobile communication system of claim 1 wherein the server is configured to allow a user to perform tasks using the CIS.

32. (original) The mobile communication system of claim 31 wherein the tasks include sending and receiving messages.
33. (original) The mobile communication system of claim 32 wherein the messages are e-mail messages.
34. (original) The mobile communication system of claim 31 wherein the tasks include forwarding calls.
35. (original) The mobile communication system of claim 31 wherein the tasks include conferencing with other parties registered in the CIS.
36. (original) The mobile communication system of claim 1 wherein a set of responses to a user changes dynamically depending on the needs of the user.
37. (original) The mobile communication system of claim 36 wherein the set of responses to the user includes a recorded message.
38. (original) The mobile communication system of claim 36 wherein the set of responses to the user is an on-the-fly translation of responses into sounds using text-to-speech technology.
39. (original) The mobile communication system of claim 1 wherein the speech terminals include multi-modal interfaces.
40. (original) The mobile communication system of claim 38 wherein the user can input information to the server through the multi-modal interfaces using text, keystrokes, and speech recognition.
41. (original) The mobile communication system of claim 38 wherein the multi-modal interfaces present information to the server using a combination of sound, text, graphics, and video.

42. (original) The mobile communication system of claim 41 wherein the sound is generated by text-to-speech technology.
43. (original) The mobile communication system of claim 41 wherein the sound is generated by playing recorded files.
44. (original) The mobile communication system of claim 41 wherein the sound is generated by a continuous stream of sound data sent to the multi-modal interfaces.
45. (original) The mobile communication system of claim 41 wherein the video is generated by a continuous stream of video data sent to the multi-modal interfaces.
46. (original) The mobile communication system of claim 1 wherein the speech terminals include telephones.
47. (original) The mobile communication system of claim 1 wherein the speech terminals include personal digital assistants.
48. (original) The mobile communication system of claim 1 wherein the speech terminals include computers.
49. Canceled
50. (currently mended) A server for a mobile communications network having speech terminals, the server comprising:
means for interfacing to a telecommunications network for speech communication;
means for handling calls;
means for asking a caller to record a voice message;
means for accessing a corporate information system (CIS);
means for receiving and caching, from the CIS, ~~the server's~~ user-related information of the server, all of which is stored on the CIS and for which administration is performed on

the CIS, wherein the CIS includes storage for corporate information including emails, and servers including an email server;

means for distributing incoming and outgoing calls from the speech terminals; and

means for accessing data in the CIS through voice or other signals received from the speech terminals through the telecommunications network.

51. (original) The mobile communication system of claim 50 wherein the voice signals are recognized through speech recognition technology.

52. (original) The server of claim 50 wherein the server functions as a modular appliance.

53. (previously presented) The server of claim 50 wherein the telecommunications network includes a public communications network and a private communications network.

54. (original) The server of claim 53 further comprising means to distribute incoming calls from the public communications network to the private communications network.

55. (original) The server of claim 53 further comprising means to distribute outgoing calls from the private communications network to the public communications network.

56. (original) The server of claim 53 further comprising means to distribute incoming and outgoing calls to the private communications network.

57. (original) The server of claim 53 further comprising means to distribute incoming and outgoing calls to the public communications network.

58. (original) The server of claim 50 wherein the speech terminals are attended devices.

59. (original) The server of claim 50 wherein the speech terminals are unattended devices.

60. (original) The server of claim 50 further comprising means for allowing a user to access one or more parties through a speech terminal using the e-mail address, phone number, or any other form of identification for the one or more parties stored in the CIS.
61. (original) The server of claim 50 further comprising means for dynamically associating a user with a speech terminal using data stored in the CIS, the association created when the user logs on to the server with a speech terminal.
62. (original) The server of claim 61 wherein the CIS stores the association between the user and the speech terminal as a user profile, the CIS accessing the user profile every time the user logs on to the server using the speech terminal.
63. (original) The server of claim 50 further comprising means for requiring user authentication to access the data in the CIS.
64. (original) The server of claim 63 wherein the authentication comprises a code.
65. (original) The server of claim 63 wherein the authentication comprises a matching voice characteristic.
66. (original) The server of claim 50 wherein the data in the CIS includes contact information.
67. (original) The server of claim 50 wherein the data in the CIS includes e-mail messages.
68. (original) The server of claim 50 wherein the data in the CIS includes address information.
69. (original) The server of claim 50 wherein the data in the CIS includes calendar and task lists.
70. (original) The server of claim 50 wherein the data in the CIS includes directory lists.

- 71. (original) The server of claim 50 wherein the data in the CIS includes customer relationship management information.
- 72. (original) The server of claim 50 wherein the data includes sales force automation.
- 73. (original) The server of claim 50 wherein the data includes field force automation.
- 74. (original) The server of claim 50 wherein the data in the CIS includes information related to an organization's employees.
- 75. (original) The server of claim 50 wherein the data in the CIS includes information from data repositories internal to the organization.
- 76. (original) The server of claim 50 wherein the data in the CIS includes information from data repositories external to the organization.
- 77. (original) The server of claim 50 wherein the data in the CIS includes information from databases and web sites on the Internet.
- 78. (original) The server of claim 50 wherein the speech terminals are configured to allow a user to access and update the data in the CIS through a speech terminal.
- 79. (original) The server of claim 78 wherein the data is accessible to the user and to other users registered in the CIS.
- 80. (original) The server of claim 50 further comprising means to allow a user to perform tasks using the CIS.
- 81. (original) The server of claim 80 wherein the tasks include sending and receiving messages.
- 82. (original) The server of claim 80 wherein the messages are e-mail messages.

83. (original) The server of claim 80 wherein the tasks include forwarding calls.
84. (original) The server of claim 80 wherein the tasks include conferencing with other parties registered in the CIS.
85. (original) The server of claim 50 further comprising means for allowing a set of responses to a user to change dynamically depending on the needs of the user.
86. (original) The server of claim 85 wherein the set of responses to the user includes a recorded message.
87. (original) The server of claim 85 wherein the set of responses to the user is an on-the-fly translation of responses into sounds using text-to-speech technology.
88. (original) The server of claim 50 wherein the speech terminals include multi-modal interfaces.
89. (original) The server of claim 88 wherein the user can input information to the server through the multi-modal interfaces using text, keystrokes, and speech recognition.
90. (original) The server of claim 88 wherein the multi-modal interfaces present information to the server using a combination of sound, text, graphics, and video.
91. (original) The server of claim 90 wherein the sound is generated by text-to-speech technology.
92. (original) The server of claim 90 wherein the sound is generated by playing recorded files.
93. (original) The server of claim 90 wherein the sound is generated by a continuous stream of sound data sent to the multi-modal interfaces.

94. (original) The server of claim 90 wherein the video is generated by a continuous stream of video data sent to the multi-modal interfaces.
95. (original) The server of claim 50 wherein the speech terminals include telephones.
96. (original) The server of claim 50 wherein the speech terminals include personal digital assistants.
97. (original) The server of claim 50 wherein the speech terminals include computers.
98. Canceled
99. (currently amended) A computer program product including a computer useable medium comprising:
- first computer-readable code for running on a computer, the first computer-readable code for interfacing to a telecommunications network for speech communication;
 - second computer-readable code for running on the computer, the second computer-readable code for receiving and caching, from a corporate information system ("CIS"), user-related information of the computer which is stored on the CIS and for which administration is performed on the CIS, wherein the CIS includes storage for corporate information including emails, and servers including an email server;
 - third computer-readable code for running on the computer, the third computer-readable code distributing incoming and outgoing calls from the speech terminals; and
 - fourth ~~forth~~ computer-readable code for running on the computer, the fourth ~~forth~~ computer-readable code handling calls;
 - fifth computer-readable code for running on the computer, the fifth computer-readable code asking a caller to record a voice message; and
 - sixth computer-readable code for running on the computer, the sixth ~~seventh~~ computer-readable code for accessing data in the CIS through voice or digital signals received from the speech terminals through the mobile communications network, the voice signals recognized by speech recognition technology.

100. (previously presented) The computer program product of claim 99 wherein the computer is a server configured as a modular appliance.

101. (previously presented) The machine readable storage medium of claim 99 wherein the telecommunications network includes a public communications network and a private communications network.

102. (previously presented) The computer program product of claim 100 wherein the server is configured to distribute incoming calls from the public communications network to the private communications network.

103. (previously presented) The computer program product of claim 100 wherein the server is configured to distribute outgoing calls from the private communications network to the public communications network.

104. (previously presented) The computer program product of claim 100 wherein the server is configured to distribute incoming and outgoing calls to the private communications network.

105. (previously presented) The computer program product of claim 100 wherein the server is configured to distribute incoming and outgoing calls to the public communications network.

106. (previously presented) The computer program product of claim 100 wherein the speech terminals are attended devices.

107. (previously presented) The computer program product of claim 100 wherein the speech terminals are unattended devices.

108. (previously presented) The computer program product of claim 100 wherein a user accesses one or more parties through a speech terminal using the e-mail address, phone number, or any other form of identification for the one or more parties stored in the CIS.

109. (previously presented) The computer program product of claim 100 wherein the server dynamically associates a user with a speech terminal using data stored in the CIS, the association created when the user logs on to the mobile communication system with a speech terminal.

110. (previously presented) The computer program product of claim 109 wherein the CIS stores the association between the user and the speech terminal as a user profile, the CIS accessing the user profile every time the user logs on to the mobile communication system using the speech terminal.

111. (previously presented) The computer program product of claim 100 wherein user authentication is required to access the data in the CIS.

112. (previously presented) The computer program product of claim 111 wherein the authentication comprises a code.

113. (previously presented) The computer program product of claim 111 wherein the authentication comprises a matching voice characteristic.

114. (previously presented) The computer program product of claim 100 wherein the data in the CIS includes contact information.

115. (previously presented) The computer program product of claim 100 wherein the data in the CIS includes e-mail messages.

116. (previously presented) The computer program product of claim 100 wherein the data in the CIS includes address information.

117. (previously presented) The computer program product of claim 100 wherein the data in the CIS includes calendar and task lists.

118. (previously presented) The computer program product of claim 100 wherein the data in the CIS includes directory lists.

119. (previously presented) The computer program product of claim 100 wherein the data in the CIS includes customer relationship management information.

120. (previously presented) The computer program product of claim 100 wherein the data in the CIS includes sales force automation information.

121. (previously presented) The computer program product of claim 100 wherein the data in the CIS includes field force automation information.

122. (previously presented) The computer program product of claim 100 wherein the data in the CIS includes information related to an organization's employees.

123. (previously presented) The computer program product of claim 122 wherein the data in the CIS includes information from data repositories internal to the organization.

124. (previously presented) The computer program product of claim 122 wherein the data in the CIS includes information from data repositories external to the organization.

125. (previously presented) The computer program product of claim 100 wherein the data in the CIS includes information from databases and web sites on the Internet.

126. (previously presented) The computer program product of claim 100 wherein the speech terminals are configured to allow a user to access and update the data in the CIS through the speech terminals.

127. (previously presented) The computer program product of claim 126 wherein the data in the CIS is accessible to the user and to other users registered in the CIS.

128. (previously presented) The computer program product of claim 100 wherein the server is configured to allow a user to perform tasks using the CIS.

129. (previously presented) The computer program product of claim 128 wherein the tasks include sending and receiving messages.

130. (previously presented) The computer program product of claim 129 wherein the messages are e-mail messages.

131. (previously presented) The computer program product of claim 128 wherein the tasks include forwarding calls.

132. (previously presented) The computer program product of claim 128 wherein the tasks include conferencing with other parties registered in the CIS.

133. (previously presented) The computer program product of claim 100 wherein a set of responses to a user changes dynamically depending on the needs of the user.

134. (previously presented) The computer program product of claim 133 wherein the set of responses to the user includes a recorded message.

135. (previously presented) The computer program product of claim 133 wherein the set of responses to the user is an on-the-fly translation of responses into sounds using text-to-speech technology.

136. (previously presented) The computer program product of claim 100 wherein the speech terminals include multi-modal interfaces.

137. (previously presented) The computer program product of claim 136 wherein the user can input information to the server through the multi-modal interfaces using text, keystrokes, and speech recognition.

138. (previously presented) The computer program product of claim 137 wherein the multi-modal interfaces present information to the server using a combination of sound, text, graphics, and video.

139. (previously presented) The computer program product of claim 138 wherein the sound is generated by text-to-speech technology.

140. (previously presented) The computer program product of claim 138 wherein the sound is generated by playing recorded files.

141. (previously presented) The computer program product of claim 138 wherein the sound is generated by a continuous stream of sound data sent to the multi-modal interfaces.

142. (previously presented) The computer program product of claim 138 wherein the video is generated by a continuous stream of video data sent to the multi-modal interfaces.

143. (previously presented) The computer program product of claim 100 wherein the speech terminals include telephones.

144. (previously presented) The computer program product of claim 100 wherein the speech terminals include personal digital assistants.

145. (previously presented) The computer program product of claim 100 wherein the speech terminals include computers.

146. Canceled

147. (previously presented) The mobile communication of claim 1, wherein the logic comprises computer-readable code.